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Clark County Regional Support Network Policy Statement

Policy No.: CR07
Policy Title: Request for Second Opinion
Effective Date: November 1, 2004

Policy: Clark County Regional Support Network shall provide the opportunity for consumers or their CCRSN contracted provider to request a second opinion regarding a clinical decision about their care, at no additional cost. CCRSN contracted providers shall inform consumers about their right to a second opinion at the initiation of authorized mental health services.

Reference: WAC 388-865, Washington State Mental Health Division RSN Contract, 42 CFR 438.100 (d), CCRSN Policy and Procedure: CR01 Consumer Rights and Responsibilities, CCRSN Consumer Handbook, Washington State Medicaid Benefit Booklet

Procedure:

1. CCRSN contracted providers shall inform consumers and/or those with legal custody of a consumer about their right to a second opinion at the time of the intake assessment, and any time that the consumer or legal guardian expresses dissatisfaction, disagreement, or concern about a clinical decision regarding their treatment. The request should be distinguished from a grievance or appeal of an adverse action initiated by CCRSN.
2. The provider shall provide written information about the right to request a second opinion through the Clark County Regional Support Network/PIHP Consumer Handbook, with documentation in the clinical record.
3. A consumer or CCRSN contracted provider may submit a request for a second opinion regarding any clinical decision to CCRSN either verbally or in writing to the attention of a CCRSN Care Manager.
4. CCRSN provider staff and the Clark County Mental Health Ombudsman may provide assistance to consumers, custodial parents and legal guardians in accessing a timely second opinion.
5. The request for a second opinion shall be approved or denied by the CCRSN Medical Director or designee based on medical necessity, the nature of the recommended plan of care, and the consumer's current symptoms.
6. The second opinion shall be offered to occur as expeditiously as the consumer's mental health condition requires and no later than 30 calendar days from the request for a second opinion.

7. CCRSN staff shall arrange for an approved second opinion with a mental health care professional within its contracted provider network, at no cost to the consumer. The mental health care professional must be qualified to assess and treat the mental health condition that is to be reviewed.
8. The treating provider shall make available to the mental health professional responsible for the second opinion the most recent mental health assessment, treatment plan, medication regimen (if any) and progress notes.
9. A referral for a second opinion outside the CCRSN contracted provider network will be considered only in the event that a qualified mental health professional is not available within the contracted network of providers within the thirty (30) day timeframe.
10. All second opinions shall be documented by a written assessment, which will be made available to the consumer, CCRSN, and the treating CCRSN contracted provider.
11. If the mental health care professional giving the second opinion recommends a particular treatment, diagnostic test, or service covered by CCRSN, and it is determined to be medically necessary according to CCRSN eligibility criteria, then that treatment, diagnostic test or service shall be provided by the CCRSN contracted provider.
12. The treating provider shall provide the consumer about their right to file a grievance and/or to request a change of provider when explaining the outcome of the second opinion.
12. CCRSN shall maintain a log of requests for second opinions including the reason(s) for the request, involved provider, and the outcome of requests for quality improvement purposes. CCRSN shall address quality of care trends through its Month-end Review meetings with providers, or refer systemic issues to the Quality Review Team and/or the CCRSN Quality Management Committee for further review.

Approved By: _____



Michael Piper, Director
Clark County
Department of Community Services

Date: _____

5.3.05